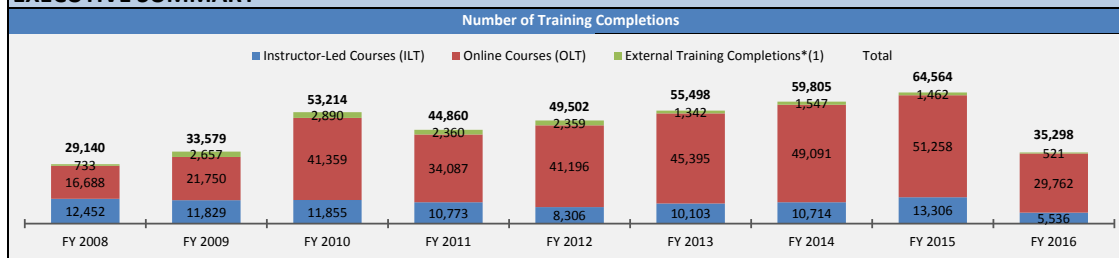
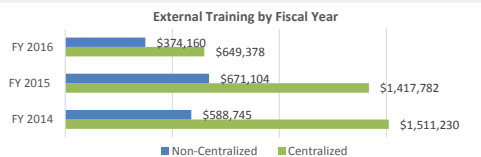


EXECUTIVE SUMMARY

Legend
 OLT - Online Training
 ILT - Instructor Led

***(1) External Training Completions** are counted when attendance has been verified.

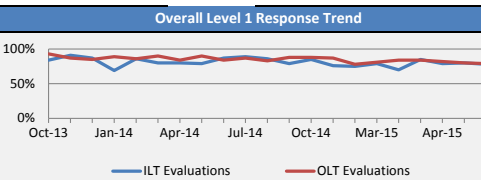
Training Summary	FY 2014	FY 2015	FY 2016
No. of Course Sessions*(2)	746	844	555
No. of No Shows	269	448	134
No of ILT Items	337	460	476
No. of Online Items	2,317	4,662	5,353
Employees Using Books 24x7	1,786	1,691	930



***(2) Course Sessions** or Scheduled Offerings are individual offerings of a classroom course.

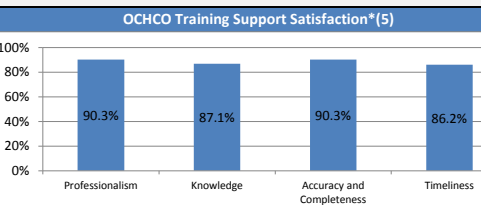
***(3) Course Evaluation Data**, (also known as Kirkpatrick Level 1 evaluations) capture learner's "reaction" to a training event. Level 1 data collection started in July 2010. We will eventually move to FY level reporting.

Course Evaluation Data*(3)	Period		
Classroom Training Course Evaluations	Jan-16	Feb-16	Mar-16
Average Rating	4.3	4.3	4.3
Response Rate	76%	67%	48%
Online Training Course Evaluations	Jan-16	Feb-16	Mar-16
Average Rating	4.1	4.1	4.1
Response Rate	76%	66%	57%



***(4)** Does not include The Commission, OGC, OI, OIG, The Regions, and ASLBP, which are not centralized.

Customer Support Satisfaction	Period		
iLearn Help Desk	Jan-16	Feb-16	Mar-16
No. of Tier 1 Help Desk Calls	142	326	Pending
% of Tier 1 Help Desk Users Satisfied	98.0%	90.0%	Pending
OCHCO Training Support	Jan-16	Feb-16	Mar-16
# of Support Tickets Resolved	244	343	427
Average Resolution Time (Hours)	31.0	39.3	11.4
OCHCO Training Support Survey Response	1	8	5



***(5) OCHCO Training Support Satisfaction** data is cumulative from Oct. 1, 2013

Most Online Training Completions for FY16			Most Classroom Training Completions for FY16		
	Course Completions	Rating*		Course Completions	Rating*
Defensive Counterintelligence and Insider Threat Awareness	4613	4.1	Contracting Officer's Representative Town Hall Meeting	523	4.1
Information Security (INFOSEC) Awareness (Web-Based)	4555	4.1	Powered By You: Supervisory CBA Training	334	4.1
No FEAR Act (Web-based)	3711	4.1	Executive Leadership Seminar	231	4.3
Continuity of Operations (COOP) Awareness (Web-Based)	3526	4.1	Ethics Training for Employees who File OGE-278 (In-Classroom)	148	4.1
The Government Travel Charge Card Training (Web-Based)	1160	4.1	Pre-Retirement Planning: FERS Only	100	4.3
Highest Rated Online Courses for FY16 *(7)			Highest Rated Classroom Courses for FY16 *(6)		
	Survey Completions	Rating*		Survey Completions	Rating*
Cultural Sensitivity Training: Engaging Native Americans	21	4.6	GE BWR Simulator (R-624B)	7	4.9
Developing Your Reputation of Professionalism with Behavioral Change	11	4.4	G-115 Practical Applications of Reactor Technology	16	4.9
Writing Violations (Web-Based)	13	4.2	Weapons and Tactics Fundamentals Field Course (S)	6	4.9
Online Preparation for the NRC Punctuation and Proofreading	16	4.2	Westinghouse Simulator (R-624P)	7	4.8
Safety Culture ROP Training (Web-based)	16	4.2	Administrative Control of Funds	6	4.8
Allegations Intake and Routing (Web-based)	113	4.2	Westinghouse Technology Overview (R-201P)	6	4.8
Reactor Concepts (R-100) (Web-Based)	15	4.2	Written Examination Techniques (G-107)	6	4.8
The Regulatory Process (Web-based)	10	4.2	Building and Sustaining Teams	7	4.8
NIMS and ICS (Web-Based)	35	4.2	Resolving Conflict Through Effective Communication	11	4.7
Ethics Training for New NRC Employees (Web-based)	32	4.2	CPR/AED FOR THE COMMUNITY AND THE WORKPLACE	27	4.7

***(6)** Only classroom courses with at least 5 survey completions are included.

***(7)** Only online courses with at least 10 survey completions are included.

*Rating. The highest rating is 5, the lowest is 1.